

CUSTOMER SERVICE RESUME

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(843)-204-5645

Andrew.Blackiv@gmail.com

Customer Service Representative with over 5 years of experience in telephone customer service, including sales, tech support, and customer care. Familiar with major customer service software, conflict resolution, and possess a positive attitude. Aiming to use my proven skills to effectively fill the managerial role in your company.

PROFESSIONAL EXPERIENCE

SATELLITE TV CO. *Customer Care Specialist*

Mt. Pleasant, SC
September 2010 – Present

- Handle 90+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information, and cancelling services
- Trained two new employees in how to use Kayako, entering customer data and organizing customer interaction logs
- Received an average 85% customer satisfaction rating to date, 15% higher than company average
- Research complicated cases without prompting to provide more comprehensive service to customers
- Suggested a new tactic to persuade cancelling customers to stay with the company, resulting in a 5% decrease in cancellations

SCOTTRADE *Customer Service Intern*

Boston, MA
September 2009 – 2010

- Memorized entire line of company products & services, including prices and special discounts
- Provided basic technical support for clients on a wide range of company products, resolving issues at a 90% rate
- Remained courteous and calm at all times, even during moments of intense customer displeasure
- Learned how to use Kayako and Zendesk customer service software, as well as Parcel Audit to track shipments and report on movements
- Awarded "Fastest Learner" award during the first month of intern training

EDUCATION

BOSTON UNIVERSITY *Marketing Candidate, June 2009*

Boston, MA

- GPA 3.6/4.0
- Dean's Scholarship Recipient

ADDITIONAL SKILLS

- Software: Zendesk, Kayako, and Parcel Audit
- Experience with Microsoft Office – Word & Excel
- Excellent communication skills with a focus on customer service
- 70WPM Typist

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Xiang Xie



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Table of Contents Sample Customer Service Resume

1. Understanding the eBook Sample Customer Service Resume
 - The Rise of Digital Reading Sample Customer Service Resume
 - Advantages of eBooks Over Traditional Books
2. Identifying Sample Customer Service Resume
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Sample Customer Service Resume
 - User-Friendly Interface
4. Exploring eBook Recommendations from Sample Customer Service Resume
 - Personalized Recommendations
 - Sample Customer Service Resume User Reviews and Ratings
 - Sample Customer Service Resume and Bestseller Lists

5. Accessing Sample Customer Service Resume Free and Paid eBooks
 - Sample Customer Service Resume Public Domain eBooks
 - Sample Customer Service Resume eBook Subscription Services
 - Sample Customer Service Resume Budget-Friendly Options
6. Navigating Sample Customer Service Resume eBook Formats
 - ePub, PDF, MOBI, and More
 - Sample Customer Service Resume Compatibility with Devices
 - Sample Customer Service Resume Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Sample Customer Service Resume
 - Highlighting and Note-Taking Sample Customer Service Resume
 - Interactive Elements Sample Customer Service Resume
8. Staying Engaged with Sample Customer Service Resume
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Sample Customer Service Resume
9. Balancing eBooks and Physical Books Sample Customer Service Resume
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Sample Customer Service Resume
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Sample Customer Service Resume
 - Setting Reading Goals Sample Customer Service Resume
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Sample Customer Service Resume
 - Fact-Checking eBook Content of Sample Customer Service Resume
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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